

## Grievance Policy for Complaints Related to Board Actions

### 1. Purpose

This policy establishes a fair, transparent, and consistent process for receiving, reviewing, and addressing complaints related to the actions or conduct of the Board of Directors.

### 2. Scope

This policy applies to complaints concerning the actions, decisions, or conduct of the Board of Directors, its members, or Trussville Lacrosse coaches.

### 3. Submission of Complaints

Method of Submission – Complaints must be submitted via web submission or e-mail to the designated Point of Contact (“POC”) **and** Secretary.

Required Information – Complaints should include:

- The individual(s) being complained of;
- A description of the conduct or decision being challenged;
- The date(s) of the alleged conduct or decision; and
- Any supporting documentation, if available.

Conflict of Interest – If the complaint concerns the POC, the Secretary shall forward the complaint to the President.

### 4. Initial Review Process

Notification – Within seven (7) days of receipt, the POC shall notify the full Board that a complaint has been received.

Assignment – The POC shall forward the complaint to two Board members not directly involved in the matter (the “Panel”).

Review – The Panel shall review the complaint and determine, within fourteen (14) days, whether it warrants being raised during a Board meeting by evaluating it according to the criteria laid out in Section 5. To be clear, the Panel is **not** tasked with deciding the merits of the complaint, merely whether there is a sufficient basis to advance the complaint to the full board. If the Panel decides not to move forward with the complaint, its members shall email the board a summary of the complaint and their justification for not moving forward with it. If, however, the Panel finds sufficient justification for the complaint to move forward, they shall present the complaint to the full board for consideration at a future meeting. If the Panel is split as to how to proceed, its members shall consult with either the POC or, if the POC is in conflict, the President to break the tie.

Appeal of Decision Not to Move Forward – If the Panel’s suggestion is to not move forward with a complaint, then any Board Member may move for a vote to reconsider this decision. This motion shall be made (1) outside a formal meeting and (2) in writing in accord with Section 17 of the Bylaws. This is to afford sufficient time to consider the merits of the motion while preventing such an appeal to tie the Board up during its regular sessions.

## **5. Criteria for Evaluating Complaints**

1. Does the complaint involve allegations of inappropriate conduct?
2. Does the complaint involve alleged violations of specific Bylaw(s)?
3. When did the complained-of conduct / action occur, and is it within a reasonable timeframe for review?
4. Has this same complaint already been raised and addressed, whether in a complaint from the same Complainant or another?
5. Does the complainant have a direct connection to or standing in the matter (i.e., did the complained-of-conduct directly impact them or is this a second-hand report)?
6. Is the complaint sufficiently detailed to allow the Board to understand the alleged issue (dates, actions, individuals, context)?
7. Is there evidence that the complaint was submitted to be retaliatory, frivolous, or abusive rather than being submitted in good faith?
8. Does the alleged conduct, if true, rise to a level that could materially affect the Board, its integrity, or the organization’s operations or mission?

## **6. Outcomes and Resolution**

Dismissal – The complaint should be dismissed at the initial review stage if it fails to meet the criteria outlined in Section 5.

Informal Resolution – The Board may determine that the matter is best addressed through informal discussion or corrective action.

Formal Consideration – The Board may place the matter on the agenda of a future meeting for discussion and possible action.

Communication – Within seven (7) days of either the decision not to move forward with the complaint or a decision by the board regarding the complaint, the Complainant shall be notified of the board’s decision (either by the POC or the President) including, when appropriate and necessary, the basis for that decision.

## **7. Record-Keeping**

The POC (or Secretary) shall maintain a confidential grievance log that includes:

- The date the complaint was received;
- The individuals involved in the review;
- The decision on whether to advance the complaint; and
- Any final resolution or action taken.